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DDA 76-4192

ATTACHMENT 3

OCP-M76-113
20 August 1976

MEMORANDUM FOR: Chief, Management & Assessment Staff, DD/A
STATINTL FROM : 
: Chief, Programs & Budget Staff, OC
SUBJECT : Presidential Management Initiatives

Per your request, attached are OC's responses to Presidential Management Initiatives on productivity measurement, contracting out of functions and controls on telephones.

 STATINTL

Attachments:
As stated

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PRODUCTIVITY MEASUREMENT

Presently the Office of Communications performs annual productivity measurement of the total number of messages handled within the CIA Worldwide Message Network and the number of messages processed by the Cable Secretariat. In FY-1977 we plan to expand our productivity measurement by initiating collection of additional data which will permit productivity measurement in the areas of equipment repair and return and cryptographic equipment and material distribution. Other worthwhile areas for productivity measurement are being explored.

Attached are productivity measurement statistics for the Message Network and Cable Dissemination.

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STAFF COMMUNICATIONS MESSAGES
HANDLED IN WORLDWIDE NETWORK

FISCAL YEAR	MESSAGES*		POSITIONS		MESSAGES HANDLED PER MAN-YEAR		
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT	
1966 (Base)	4,095,000	100%		100%		100%	25X9
1967	4,822,000	118%		103%		114%	25X9
1968	4,815,000	118%		106%		111%	
1969	4,922,000	120%		103%		116%	
1970	4,842,000	118%		101%		117%	
1971	5,041,000	123%		100%		123%	
1972	5,369,000	131%		102%		129%	
1973	5,613,000	137%		100%		137%	
1974	5,842,000	143%		93%		153%	
1975	5,500,000	134%		91%		148%	
1976	6,260,000	153%		87%		176%	

*Includes MRS messages beginning with FY-1972.

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CABLE DISSEMINATION

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FISCAL YEAR	STAFF CABLES		POSITIONS		CABLES DISSEMINATED PER POSITION		25X9
	NUMBER	PERCENT	NUMBER	PERCENT	NUMBER	PERCENT	
1966 (Base Year)	668,000	100%		100%		100%	25X9-
1967	729,000	109%		100%		109%	
1968	748,000	112%		102%		110%	
1969	794,000	119%		105%		113%	
1970	733,000	110%		100%		110%	
1971	773,000	116%		98%		118%	
1972	828,000	124%		98%		126%	
1973	890,000	133%		98%		135%	
1974	824,000	123%		97%		127%	
1975	806,000	121%		97%		124%	
1976	846,000	127%		95%		133%	

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ACHIEVED AND EXPECTED SAVINGS
IN TELEPHONE EQUIPMENT & USAGE

The CIA Telephone Facilities Branch used 12 leased Wide Area Telecommunications Service (WATS) lines for operator assisted long distance telephone calls resulting in a savings of approximately \$149,057 over regular commercial rates during FY-1976.

On 1 June 1976, customer dial access to WATS was activated. We are optimistic that this venture will result in substantial cost savings in FY-1977. A goal of reducing non-published telephone lines by 100 has been established. In addition, the remaining nonpublished telephone line users are being encouraged to utilize WATS for their outgoing calls which can be accomplished without security ramifications.

STATINTL [REDACTED] When the telephone system was installed in the [REDACTED] Building, a dial intercom system was ordered in lieu of the manual intercom-buzzer system which resulted in an annual recurring savings of \$6,500 and a one-time installation savings of \$7,200. STATINTL

A practice of informing customers of the dollar costs for requested telephone changes was implemented and this has resulted in customers selecting less costly methods of meeting their needs for telephone service changes. In FY-1976, this resulted in savings of \$12,500.

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CONTRACTING OUT AND HOLDING DOWN OVERHEAD COSTS

The Office of Communications employs external contractors whenever it is operationally feasible and more economical than performing work in-house. Contractors are used mainly in support of Clandestine Communications, Engineering Support and Communications Security TEMPEST efforts. To a lesser degree contractor services are used for maintenance of various systems and equipments.

As new projects or programs arise, determinations are made whether contracting can and should be used to achieve efficiency and economy. Also, on-going programs are reviewed periodically to determine whether contracting should be introduced into such programs.

As indicated above, reviews of Office programs are a continuing process and decisions on contracting versus in-house performance of work are made frequently based upon the peculiarities of the individual programs. This review process has been in effect for many years.

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